CFAM&LDB2 - SQA Code HC8V 04

Allocate work to team members

Overview

This standard is about ensuring that the work required of your team is effectively and fairly allocated amongst team members, taking account of their skills, knowledge and competence, their workloads and opportunities for their development.

This standard is relevant to managers, supervisors and team leaders who allocate work to team members.

This standard links closely to *CFAM&LDB3 Quality assure work in your team* and *CFAM&LDB4 Manage people's performance at work*.

CFAM&LDB2 - SQA Code HC8V 04

Allocate work to team members

Performance criteria

You must be able to:

P1 Confirm the work required of the team with your manager and seek clarification, where necessary, on any outstanding points and issues.

P2 Plan how the team will undertake its work, identifying any priorities or critical activities and making effective use of the available resources.

P3 Allocate work to team members on a fair basis taking account of:

- P3.1 their skills, knowledge and competence
- P3.2 their backgrounds and experience,
- P3.3 their existing workloads, and
- P3.4 opportunities for their development.

P4 Brief team members on the work they have been allocated and the standard of performance expected.

P5 Encourage team members to ask questions, make suggestions and seek clarification in relation to the work they have been allocated.

P6 Address any concerns team members may have about their work.

CFAM&LDB2 - SQA Code HC8V 04

Allocate work to team members

Knowledge and understanding

General knowledge and understanding

You need to know and understand:

K1 Different ways of communicating effectively with members of a team.

K2 The importance of confirming/clarifying the work required of the team with your manager and how to do this effectively.

K3 How to plan the work of a team, including how to identify any priorities or critical activities and the available resources.

K4 Why it is important to allocate work across the team on a fair basis and how to do so.

K5 Why it is important to brief team members on the work they have been allocated and the standard or level of expected performance and how to do so.

K6 Ways of encouraging team members to ask questions and/or seek clarification and make suggestions in relation to the work which they have been allocated.

K7 Concerns team members may have about their work and how to address these concerns.

Industry/sector specific knowledge and understanding

You need to know and understand:

K8 Industry/sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work.

K9 Industry/sector requirements for the development or maintenance of knowledge, skills and competence.

Context specific knowledge and understanding

You need to know and understand:

K10 The purpose and objectives of your team.

K11 The work required of your team.

K12 The available resources for undertaking the required work.

K13 Your team's plan for undertaking the required work.

K14 The knowledge, skills, competence and workloads of team members.

K15 The backgrounds and experience of team members.

K16 Team members' existing workloads.

K17 Opportunities for team members' development.

K18 Your organisation's policy and procedures for personal and professional

development.

K19 Reporting lines in the organisation and the limits of your authority.

K20 Your organisation’s standards or levels of expected performance.

CFAM&LDB2 - SQA Code HC8V 04

Allocate work to team members

Behaviours

When performing to this standard, you are likely to demonstrate the following behaviours:

1. Seize opportunities presented by the diversity of people
2. Identify people's information needs
3. Identify people's preferred ways of communicating
4. Use communication media and styles appropriate to different people and situations
5. Act within the limits of your authority
6. Show integrity, fairness and consistency in decision-making
7. Prioritise objectives and plan work to make the effective use of time and resources
8. Clearly agree what is expected of others and hold them to account
9. Check individuals' commitment to their roles and responsibilities
10. Create a sense of common purpose

11. Model behaviour that shows, and inspires others to show, respect, helpfulness and cooperation

CFAM&LDB2 - SQA Code HC8V 04

Allocate work to team members

Skills

When performing to this standard, you are likely to demonstrate the following skills:

- Communicating
- Decision-making
- Delegating
- Empowering
- Information management
- Leading by example
- Monitoring
- Planning
- Presenting information
- Prioritising
- Problem solving
- Reporting
- Setting objectives
- Team building
- Time management
- Valuing and supporting others

The candidate and assessor must only sign below when all Performance Criteria and Knowledge points have been met.

Unit assessed as being complete

Candidate's Name:	
Candidate's Signature:	
Date submitted to assessor as complete:	

Assessor's Name:	
Assessor's Signature:	
Date assessed as complete:	

Internal Verification —

to be completed in accordance with centre's IV strategy

Evidence for this Unit was sampled on the following date/s:	**IV's Signature**	**IV's Name**

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	**IV's Signature**	**IV's Name**

Unit completion confirmed

IV's Name:	
IV's Signature:	
Date complete:	